

# Enterprise Incident Report October 2012

As of 11/1/2012

## Agriculture and Food

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company     | Assigned Group       | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number - First Contact Resolution |        |           |
|----------------------|----------------------|-------------------------------------|--|--------|-----------|
|                      |                      |                                     | Low  | Medium | FCR Total |
| Agriculture and Food | Application Services | Bill Felt                           | 0<br>0   | 1<br>0 | 1<br>0    |
|                      |                      | Danielle Hood                       | 1<br>0   | 0<br>0 | 1<br>0    |
|                      |                      | Dustin Crump                        | 1<br>1   | 0<br>0 | 1<br>1    |
|                      |                      | Tony Larsen                         | 1<br>0   | 0<br>0 | 1<br>0    |
|                      |                      | <b>Assigned to Individual Total</b> | 3<br>1   | 1<br>0 | 4<br>1    |
|                      | Capitol Hosting      | Jake Vandenberghe                   | 1<br>0   | 0<br>0 | 1<br>0    |
|                      |                      | Mike Tyrrell                        | 1<br>0   | 0<br>0 | 1<br>0    |
|                      |                      | <b>Assigned to Individual Total</b> | 2<br>0   | 0<br>0 | 2<br>0    |
|                      | Database Services    | I-Ching Lin                         | 0<br>0   | 1<br>1 | 1<br>1    |
|                      |                      | <b>Assigned to Individual Total</b> | 0<br>0   | 1<br>1 | 1<br>1    |
|                      | Help Desk            | Vicky Marrelli                      | 1<br>1   | 0<br>0 | 1<br>1    |

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|                        |                             |                        | Low | Medium | FCR Total |
|------------------------|-----------------------------|------------------------|-----|--------|-----------|
| Agriculture and Food   | Help Desk                   | Assigned to Individual | 1   | 0      | 1         |
|                        |                             | Total                  | 1   | 0      | 1         |
|                        | Metro D Desktop Support     | Jon Hager              | 53  | 0      | 53        |
|                        |                             |                        | 53  | 0      | 53        |
|                        |                             | Assigned to Individual | 53  | 0      | 53        |
|                        |                             | Total                  | 53  | 0      | 53        |
|                        | Metro D Help Desk           | Doug Brown             | 1   | 0      | 1         |
|                        |                             |                        | 1   | 0      | 1         |
|                        |                             | John Robinson          | 2   | 0      | 2         |
|                        |                             |                        | 1   | 0      | 1         |
|                        |                             | Assigned to Individual | 3   | 0      | 3         |
|                        |                             | Total                  | 2   | 0      | 2         |
|                        | Rural South Desktop Support | Joel Finlinson         | 1   | 0      | 1         |
|                        |                             |                        | 0   | 0      | 0         |
|                        |                             | Assigned to Individual | 1   | 0      | 1         |
| Total                  |                             | 0                      | 0   | 0      |           |
| Voice Operations       | Romanza Hamblin Sorensen    | 2                      | 0   | 2      |           |
|                        |                             | 1                      | 0   | 1      |           |
|                        | Assigned to Individual      | 2                      | 0   | 2      |           |
|                        | Total                       | 1                      | 0   | 1      |           |
| Assigned Group Total   |                             | 65                     | 2   | 67     |           |
|                        |                             | 58                     | 1   | 59     |           |
| Customer Company Total |                             |                        | 65  | 2      | 67        |
|                        |                             |                        | 58  | 1      | 59        |

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| Customer Company     | Assigned Group       | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number - Missed Initial Response |        |           |
|----------------------|----------------------|-------------------------------------|---|--------|-----------|
|                      |                      |                                     | Low   | Medium | MIR Total |
| Agriculture and Food | Application Services | Bill Felt                           | 0<br>0  | 1<br>1 | 1<br>1    |
|                      |                      | Danielle Hood                       | 1<br>1  | 0<br>0 | 1<br>1    |
|                      |                      | Dustin Crump                        | 1<br>0  | 0<br>0 | 1<br>0    |
|                      |                      | Tony Larsen                         | 1<br>1  | 0<br>0 | 1<br>1    |
|                      |                      | <b>Assigned to Individual Total</b> | 3<br>2  | 1<br>1 | 4<br>3    |
|                      | Capitol Hosting      | Jake Vandenberghe                   | 1<br>0  | 0<br>0 | 1<br>0    |
|                      |                      | Mike Tyrrell                        | 1<br>0  | 0<br>0 | 1<br>0    |
|                      |                      | <b>Assigned to Individual Total</b> | 2<br>0  | 0<br>0 | 2<br>0    |
|                      | Database Services    | I-Ching Lin                         | 0<br>0  | 1<br>0 | 1<br>0    |
|                      |                      | <b>Assigned to Individual Total</b> | 0<br>0  | 1<br>0 | 1<br>0    |
|                      | Help Desk            | Vicky Marrelli                      | 1<br>0  | 0<br>0 | 1<br>0    |

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|                        |                             |                              | Low     | Medium | MIR Total |
|------------------------|-----------------------------|------------------------------|---------|--------|-----------|
| Agriculture and Food   | Help Desk                   | Assigned to Individual Total | 1<br>0  | 0<br>0 | 1<br>0    |
|                        | Metro D Desktop Support     | Jon Hager                    | 53<br>0 | 0<br>0 | 53<br>0   |
|                        |                             | Assigned to Individual Total | 53<br>0 | 0<br>0 | 53<br>0   |
|                        | Metro D Help Desk           | Doug Brown                   | 1<br>0  | 0<br>0 | 1<br>0    |
|                        |                             | John Robinson                | 2<br>0  | 0<br>0 | 2<br>0    |
|                        |                             | Assigned to Individual Total | 3<br>0  | 0<br>0 | 3<br>0    |
|                        | Rural South Desktop Support | Joel Finlinson               | 1<br>0  | 0<br>0 | 1<br>0    |
|                        |                             | Assigned to Individual Total | 1<br>0  | 0<br>0 | 1<br>0    |
|                        | Voice Operations            | Romanza Hamblin Sorensen     | 2<br>0  | 0<br>0 | 2<br>0    |
|                        |                             | Assigned to Individual Total | 2<br>0  | 0<br>0 | 2<br>0    |
|                        | Assigned Group Total        |                              | 65<br>2 | 2<br>1 | 67<br>3   |
| Customer Company Total |                             |                              | 65<br>2 | 2<br>1 | 67<br>3   |

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

| Customer Company     | Assigned Group       | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number -Average time in hours |           |             |
|----------------------|----------------------|-------------------------------------|--|-----------|-------------|
|                      |                      |                                     | Low  | Medium    | ATTIR Total |
| Agriculture and Food | Application Services | Bill Felt                           | 0<br>0.00  | 1<br>4.15 | 1<br>4.15   |
|                      |                      | Danielle Hood                       | 1<br>2.76  | 0<br>0.00 | 1<br>2.76   |
|                      |                      | Dustin Crump                        | 1<br>0.00  | 0<br>0.00 | 1<br>0.00   |
|                      |                      | Tony Larsen                         | 1<br>1.49  | 0<br>0.00 | 1<br>1.49   |
|                      |                      | <b>Assigned to Individual Total</b> | 3<br>1.42  | 1<br>4.15 | 4<br>2.10   |
|                      | Capitol Hosting      | Jake Vandenberghe                   | 1<br>0.19  | 0<br>0.00 | 1<br>0.19   |
|                      |                      | Mike Tyrrell                        | 1<br>0.51  | 0<br>0.00 | 1<br>0.51   |
|                      |                      | <b>Assigned to Individual Total</b> | 2<br>0.35  | 0<br>0.00 | 2<br>0.35   |
|                      | Database Services    | I-Ching Lin                         | 0<br>0.00  | 1<br>0.78 | 1<br>0.78   |
|                      |                      | <b>Assigned to Individual Total</b> | 0<br>0.00  | 1<br>0.78 | 1<br>0.78   |
|                      | Help Desk            | Vicky Marrelli                      | 1<br>0.00  | 0<br>0.00 | 1<br>0.00   |

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|                        |                             |                              | Low        | Medium    | ATTIR Total |
|------------------------|-----------------------------|------------------------------|------------|-----------|-------------|
| Agriculture and Food   | Help Desk                   | Assigned to Individual Total | 1<br>0.00  | 0<br>0.00 | 1<br>0.00   |
|                        | Metro D Desktop Support     | Jon Hager                    | 53<br>0.01 | 0<br>0.00 | 53<br>0.01  |
|                        |                             | Assigned to Individual Total | 53<br>0.01 | 0<br>0.00 | 53<br>0.01  |
|                        | Metro D Help Desk           | Doug Brown                   | 1<br>0.00  | 0<br>0.00 | 1<br>0.00   |
|                        |                             | John Robinson                | 2<br>0.38  | 0<br>0.00 | 2<br>0.38   |
|                        |                             | Assigned to Individual Total | 3<br>0.25  | 0<br>0.00 | 3<br>0.25   |
|                        | Rural South Desktop Support | Joel Finlinson               | 1<br>0.13  | 0<br>0.00 | 1<br>0.13   |
|                        |                             | Assigned to Individual Total | 1<br>0.13  | 0<br>0.00 | 1<br>0.13   |
|                        | Voice Operations            | Romanza Hamblin Sorensen     | 2<br>0.10  | 0<br>0.00 | 2<br>0.10   |
|                        |                             | Assigned to Individual Total | 2<br>0.10  | 0<br>0.00 | 2<br>0.10   |
|                        | Assigned Group Total        |                              | 65<br>0.10 | 2<br>2.46 | 67<br>0.17  |
| Customer Company Total |                             |                              | 65<br>0.10 | 2<br>2.46 | 67<br>0.17  |

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| Customer Company     | Assigned Group       | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number - Missed Resolution |        |          |
|----------------------|----------------------|-------------------------------------|---|--------|----------|
|                      |                      |                                     | Low   | Medium | MR Total |
| Agriculture and Food | Application Services | Bill Felt                           | 0<br>0  | 1<br>1 | 1<br>1   |
|                      |                      | Danielle Hood                       | 1<br>0  | 0<br>0 | 1<br>0   |
|                      |                      | Dustin Crump                        | 1<br>0  | 0<br>0 | 1<br>0   |
|                      |                      | Tony Larsen                         | 1<br>0  | 0<br>0 | 1<br>0   |
|                      |                      | <b>Assigned to Individual Total</b> | 3<br>0  | 1<br>1 | 4<br>1   |
|                      | Capitol Hosting      | Jake Vandenberghe                   | 1<br>0  | 0<br>0 | 1<br>0   |
|                      |                      | Mike Tyrrell                        | 1<br>0  | 0<br>0 | 1<br>0   |
|                      |                      | <b>Assigned to Individual Total</b> | 2<br>0  | 0<br>0 | 2<br>0   |
|                      | Database Services    | I-Ching Lin                         | 0<br>0  | 1<br>0 | 1<br>0   |
|                      |                      | <b>Assigned to Individual Total</b> | 0<br>0  | 1<br>0 | 1<br>0   |
|                      | Help Desk            | Vicky Marrelli                      | 1<br>0  | 0<br>0 | 1<br>0   |

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|                        |                             |                              | Low | Medium | MR Total |
|------------------------|-----------------------------|------------------------------|-----|--------|----------|
| Agriculture and Food   | Help Desk                   | Assigned to Individual Total | 10  | 00     | 100      |
|                        | Metro D Desktop Support     | Jon Hager                    | 530 | 00     | 5300     |
|                        |                             | Assigned to Individual Total | 530 | 00     | 5300     |
|                        | Metro D Help Desk           | Doug Brown                   | 10  | 00     | 100      |
|                        |                             | John Robinson                | 20  | 00     | 200      |
|                        |                             | Assigned to Individual Total | 30  | 00     | 300      |
|                        | Rural South Desktop Support | Joel Finlinson               | 10  | 00     | 100      |
|                        |                             | Assigned to Individual Total | 10  | 00     | 100      |
|                        | Voice Operations            | Romanza Hamblin Sorensen     | 20  | 00     | 200      |
|                        |                             | Assigned to Individual Total | 20  | 00     | 200      |
|                        | Assigned Group Total        |                              | 650 | 21     | 6701     |
| Customer Company Total |                             |                              | 650 | 21     | 6701     |



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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company     | Assigned Group       | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number - Average time in hours |           |            |
|----------------------|----------------------|-------------------------------------|---|-----------|------------|
|                      |                      |                                     | Low   | Medium    | ATTR Total |
| Agriculture and Food | Application Services | Bill Felt                           | 0<br>0.00   | 1<br>8.27 | 1<br>8.27  |
|                      |                      | Danielle Hood                       | 1<br>4.76   | 0<br>0.00 | 1<br>4.76  |
|                      |                      | Dustin Crump                        | 1<br>0.00   | 0<br>0.00 | 1<br>0.00  |
|                      |                      | Tony Larsen                         | 1<br>1.79   | 0<br>0.00 | 1<br>1.79  |
|                      |                      | <b>Assigned to Individual Total</b> | 3<br>2.18   | 1<br>8.27 | 4<br>3.70  |
|                      | Capitol Hosting      | Jake Vandenberghe                   | 1<br>2.07   | 0<br>0.00 | 1<br>2.07  |
|                      |                      | Mike Tyrrell                        | 1<br>0.51   | 0<br>0.00 | 1<br>0.51  |
|                      |                      | <b>Assigned to Individual Total</b> | 2<br>1.29   | 0<br>0.00 | 2<br>1.29  |
|                      | Database Services    | I-Ching Lin                         | 0<br>0.00   | 1<br>0.94 | 1<br>0.94  |
|                      |                      | <b>Assigned to Individual Total</b> | 0<br>0.00   | 1<br>0.94 | 1<br>0.94  |
|                      | Help Desk            | Vicky Marrelli                      | 1<br>0.00   | 0<br>0.00 | 1<br>0.00  |

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|                        |                             |                              | Low        | Medium    | ATTR Total |
|------------------------|-----------------------------|------------------------------|------------|-----------|------------|
| Agriculture and Food   | Help Desk                   | Assigned to Individual Total | 1<br>0.00  | 0<br>0.00 | 1<br>0.00  |
|                        | Metro D Desktop Support     | Jon Hager                    | 53<br>0.01 | 0<br>0.00 | 53<br>0.01 |
|                        |                             | Assigned to Individual Total | 53<br>0.01 | 0<br>0.00 | 53<br>0.01 |
|                        | Metro D Help Desk           | Doug Brown                   | 1<br>0.00  | 0<br>0.00 | 1<br>0.00  |
|                        |                             | John Robinson                | 2<br>0.38  | 0<br>0.00 | 2<br>0.38  |
|                        |                             | Assigned to Individual Total | 3<br>0.25  | 0<br>0.00 | 3<br>0.25  |
|                        | Rural South Desktop Support | Joel Finlinson               | 1<br>0.13  | 0<br>0.00 | 1<br>0.13  |
|                        |                             | Assigned to Individual Total | 1<br>0.13  | 0<br>0.00 | 1<br>0.13  |
|                        | Voice Operations            | Romanza Hamblin Sorensen     | 2<br>1.67  | 0<br>0.00 | 2<br>1.67  |
|                        |                             | Assigned to Individual Total | 2<br>1.67  | 0<br>0.00 | 2<br>1.67  |
|                        | Assigned Group Total        |                              | 65<br>0.22 | 2<br>4.60 | 67<br>0.35 |
| Customer Company Total |                             |                              | 65<br>0.22 | 2<br>4.60 | 67<br>0.35 |

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## Detail

|                        |                         |                          |                      |                                |        |                |      |
|------------------------|-------------------------|--------------------------|----------------------|--------------------------------|--------|----------------|------|
| <b>INC000000586376</b> | Mark Quilter            | Application              | Password             | Gmail                          |        | TIR Missed: No | 0.76 |
|                        | Metro D Help Desk       | John Robinson            | Agriculture and Food | Low                            | Closed | TTR Missed: No | 0.76 |
| <b>INC000000587296</b> | Bill Hopkin             | Mobile Devices           | None                 | BlackBerry Configuration       |        | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager                | Agriculture and Food | Low                            | Closed | TTR Missed: No | 0.00 |
| <b>INC000000588748</b> | Jay Schvaneveldt        | PC/Laptop                | Hardware             | None                           |        | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager                | Agriculture and Food | Low                            | Closed | TTR Missed: No | 0.00 |
| <b>INC000000588751</b> | Delia Tracey            | Application              | Error                | Novell GroupWise 32-bit Window |        | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager                | Agriculture and Food | Low                            | Closed | TTR Missed: No | 0.00 |
| <b>INC000000588754</b> | Claudette Walcott       | PC/Laptop                | Hardware             | None                           |        | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager                | Agriculture and Food | Low                            | Closed | TTR Missed: No | 0.00 |
| <b>INC000000588757</b> | Don Lindsay             | Application              | Password             | None                           |        | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager                | Agriculture and Food | Low                            | Closed | TTR Missed: No | 0.00 |
| <b>INC000000588764</b> | Mark Quilter            | Wireless Connectivity    | Performance          | None                           |        | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager                | Agriculture and Food | Low                            | Closed | TTR Missed: No | 0.00 |
| <b>INC000000588924</b> | Mary Jane Vanderlinden  | None                     | None                 | None                           |        | TIR Missed: No | 0.78 |
|                        | Database Services       | I-Ching Lin              | Agriculture and Food | Medium                         | Closed | TTR Missed: No | 0.94 |
| <b>INC000000589071</b> | Vicki Needham           | PC/Laptop                | Hardware             | None                           |        | TIR Missed: No | 0.00 |
|                        | Metro D Help Desk       | John Robinson            | Agriculture and Food | Low                            | Closed | TTR Missed: No | 0.00 |
| <b>INC000000589505</b> | Loralie Cox             | Telecom                  | Voice Mail           | Telephone                      |        | TIR Missed: No | 0.08 |
|                        | Voice Operations        | Romanza Hamblin Sorensen | Agriculture and Food | Low                            | Closed | TTR Missed: No | 1.28 |
| <b>INC000000590915</b> | Nancy Betzing           | Network                  | Error                | None                           |        | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager                | Agriculture and Food | Low                            | Closed | TTR Missed: No | 0.00 |
| <b>INC000000590964</b> | Mark Quilter            | PC/Laptop                | Performance          | None                           |        | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager                | Agriculture and Food | Low                            | Closed | TTR Missed: No | 0.00 |
| <b>INC000000591014</b> | Dave Daniels            | PC/Laptop                | Hardware             | None                           |        | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager                | Agriculture and Food | Low                            | Closed | TTR Missed: No | 0.00 |
| <b>INC000000591587</b> | Kathleen Mathews        | PC/Laptop                | Hardware             | None                           |        | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager                | Agriculture and Food | Low                            | Closed | TTR Missed: No | 0.00 |
| <b>INC000000591596</b> | Val Hermansen           | Print/Copy/Scan/Fax      | Incident             | None                           |        | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager                | Agriculture and Food | Low                            | Closed | TTR Missed: No | 0.00 |
| <b>INC000000592961</b> | Erin S Clelland         | Application              | Reporting            | PGP                            |        | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager                | Agriculture and Food | Low                            | Closed | TTR Missed: No | 0.00 |

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|------------------------|-----------------------------|--------------------------|----------------------|----------------------------------|-----------------|------|
| <b>INC000000592971</b> | Jan Reinhart                | Application              | Error                | Microsoft Access                 | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support     | Jon Hager                | Agriculture and Food | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000593686</b> | Erin S Clelland             | PC/Laptop                | Hardware             | None                             | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support     | Jon Hager                | Agriculture and Food | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000594288</b> | Clinton Hill                | None                     | None                 | None                             | TIR Missed: Yes | 1.49 |
|                        | Application Services        | Tony Larsen              | Agriculture and Food | Low Closed                       | TTR Missed: No  | 1.79 |
| <b>INC000000594332</b> | William Boyce               | None                     | None                 | None                             | TIR Missed: No  | 0.00 |
|                        | Application Services        | Dustin Crump             | Agriculture and Food | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000594373</b> | Clark Burgess               | Print/Copy/Scan/Fax      | Incident             | None                             | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support     | Jon Hager                | Agriculture and Food | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000594374</b> | Don McClellan               | Application              | Error                | Internet Explorer                | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support     | Jon Hager                | Agriculture and Food | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000594375</b> | Clinton Hill                | Mobile Devices           | Error                | iPhone                           | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support     | Jon Hager                | Agriculture and Food | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000594378</b> | Cindy Taylor                | PC/Laptop                | Performance          | None                             | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support     | Jon Hager                | Agriculture and Food | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000594380</b> | Nancy Betzing               | PC/Laptop                | Performance          | None                             | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support     | Jon Hager                | Agriculture and Food | Low Closed                       | TTR Missed: No  | 0.00 |
| <b>INC000000594998</b> | Bruce King                  | Network                  | Password             | Novell Client for 32-bit Windows | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support     | Jon Hager                | Agriculture and Food | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000594999</b> | Dave Daniels                | PC/Laptop                | Error                | None                             | TIR Missed: No  | 0.40 |
|                        | Metro D Desktop Support     | Jon Hager                | Agriculture and Food | Low Resolved                     | TTR Missed: No  | 0.41 |
| <b>INC000000595015</b> | Trudy Casey                 | PC/Laptop                | Performance          | None                             | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support     | Jon Hager                | Agriculture and Food | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000595016</b> | Mohammed Sharaf             | PC/Laptop                | Hardware             | None                             | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support     | Jon Hager                | Agriculture and Food | Low Resolved                     | TTR Missed: No  | 0.00 |
| <b>INC000000595626</b> | Mark Martin                 | Telecom                  | Voice Mail           | Telephone                        | TIR Missed: No  | 0.13 |
|                        | Voice Operations            | Romanza Hamblin Sorensen | Agriculture and Food | Low Resolved                     | TTR Missed: No  | 2.06 |
| <b>INC000000595695</b> | Eldon Ekins                 | PC/Laptop                | Hardware             | None                             | TIR Missed: No  | 0.13 |
|                        | Rural South Desktop Support | Joel Finlinson           | Agriculture and Food | Low Resolved                     | TTR Missed: No  | 0.13 |
| <b>INC000000596251</b> | Nancy Betzing               | Application              | Error                | ZENworks for Desktops            | TIR Missed: Yes | 4.15 |
|                        | Application Services        | Bill Felt                | Agriculture and Food | Medium Resolved                  | TTR Missed: Yes | 8.27 |
| <b>INC000000596376</b> | Karen Parkes                | PC/Laptop                | Performance          | None                             | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support     | Jon Hager                | Agriculture and Food | Low Resolved                     | TTR Missed: No  | 0.00 |

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|                        |                         |                     |                      |                  |          |                 |      |
|------------------------|-------------------------|---------------------|----------------------|------------------|----------|-----------------|------|
| <b>INC000000596379</b> | David Bailey            | PC/Laptop           | Performance          | None             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support | Jon Hager           | Agriculture and Food | Low              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000596383</b> | Roberta Valdez          | PC/Laptop           | Hardware             | None             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support | Jon Hager           | Agriculture and Food | Low              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000596386</b> | Cindy Taylor            | PC/Laptop           | Hardware             | None             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support | Jon Hager           | Agriculture and Food | Low              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000596387</b> | Karen Parkes            | PC/Laptop           | Hardware             | None             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support | Jon Hager           | Agriculture and Food | Low              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000596392</b> | Richard Sandberg        | PC/Laptop           | Hardware             | None             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support | Jon Hager           | Agriculture and Food | Low              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000596595</b> | Therese Aschkenase      | Application         | Password             | Gmail            |          | TIR Missed: No  | 0.00 |
|                        | Help Desk               | Vicky Marrelli      | Agriculture and Food | Low              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000596863</b> | Shelley R Walker        | Application         | None                 | Novell GroupWise |          | TIR Missed: No  | 0.00 |
|                        | Metro D Help Desk       | Doug Brown          | Agriculture and Food | Low              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000597147</b> | Shelly Jensen           | Print/Copy/Scan/Fax | Incident             | None             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support | Jon Hager           | Agriculture and Food | Low              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000597151</b> | Sara Lealos             | Print/Copy/Scan/Fax | Incident             | None             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support | Jon Hager           | Agriculture and Food | Low              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000597871</b> | Val Hermansen           | PC/Laptop           | Error                | None             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support | Jon Hager           | Agriculture and Food | Low              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000597875</b> | Grant Tidwell           | Network             | Incident             | None             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support | Jon Hager           | Agriculture and Food | Low              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000597881</b> | Trudy Casey             | PC/Laptop           | Performance          | None             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support | Jon Hager           | Agriculture and Food | Low              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000597884</b> | Stephen Ogilvie         | PC/Laptop           | Hardware             | None             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support | Jon Hager           | Agriculture and Food | Low              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000597886</b> | Sharon Simonson         | PC/Laptop           | Hardware             | None             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support | Jon Hager           | Agriculture and Food | Low              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000597888</b> | Trudy Casey             | PC/Laptop           | Hardware             | None             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support | Jon Hager           | Agriculture and Food | Low              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000597891</b> | Trudy Casey             | Application         | Reporting            | None             |          | TIR Missed: No  | 0.00 |
|                        | Metro D Desktop Support | Jon Hager           | Agriculture and Food | Low              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000598101</b> | Michelle Jack           | Application         | Error                | Gmail            |          | TIR Missed: Yes | 2.76 |
|                        | Application Services    | Danielle Hood       | Agriculture and Food | Low              | Resolved | TTR Missed: No  | 4.76 |

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|------------------------|-------------------------|-------------------|----------------------|----------------------------------|----------------|------|
| <b>INC000000598609</b> | Gordon Brown            | Network           | Password             | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager         | Agriculture and Food | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000598612</b> | Val Hermansen           | Application       | Reporting            | PGP                              | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager         | Agriculture and Food | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000598615</b> | Val Hermansen           | PC/Laptop         | Hardware             | None                             | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager         | Agriculture and Food | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000598793</b> | Sherie Edginton         | Application       | Error                | None                             | TIR Missed: No | 0.19 |
|                        | Capitol Hosting         | Jake Vandenberghe | Agriculture and Food | Low Resolved                     | TTR Missed: No | 2.07 |
| <b>INC000000598874</b> | April Nielson           | None              | None                 | None                             | TIR Missed: No | 0.51 |
|                        | Capitol Hosting         | Mike Tyrrell      | Agriculture and Food | Low Resolved                     | TTR Missed: No | 0.51 |
| <b>INC000000600733</b> | Shelly Jensen           | Application       | Reporting            | None                             | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager         | Agriculture and Food | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000600737</b> | Val Hermansen           | Application       | Reporting            | WinWam Software                  | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager         | Agriculture and Food | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000600750</b> | Sharon Simonson         | PC/Laptop         | Hardware             | None                             | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager         | Agriculture and Food | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000600752</b> | Sharon Simonson         | PC/Laptop         | Performance          | None                             | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager         | Agriculture and Food | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000600753</b> | Stephen Ogilvie         | PC/Laptop         | Hardware             | None                             | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager         | Agriculture and Food | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000600755</b> | Stephen Ogilvie         | PC/Laptop         | Performance          | None                             | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager         | Agriculture and Food | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000600756</b> | Kathleen Mathews        | Application       | Reporting            | None                             | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager         | Agriculture and Food | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000600757</b> | Kathleen Mathews        | PC/Laptop         | Performance          | None                             | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager         | Agriculture and Food | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000601374</b> | Clark Burgess           | PC/Laptop         | Hardware             | None                             | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager         | Agriculture and Food | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000601384</b> | James Ong               | Network           | Password             | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager         | Agriculture and Food | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000601389</b> | Val Hermansen           | Network           | Password             | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager         | Agriculture and Food | Low Resolved                     | TTR Missed: No | 0.00 |
| <b>INC000000601391</b> | Mary Jane Vanderlinden  | Network           | Performance          | None                             | TIR Missed: No | 0.00 |
|                        | Metro D Desktop Support | Jon Hager         | Agriculture and Food | Low Resolved                     | TTR Missed: No | 0.00 |